Company Name:	Cox California Te	lcom, L.L.C.	U#: <u>5684-C</u>	Report Year:	<u>2020</u>
Reporting Unit Type:	☑ Total Company ☐ Exchange	☐ Wire Center	Reporting Unit Name:	Cox California Telcom, L.L.C.	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/2020) 1st Quarter			Date filed (8/13/2020) 2nd Quarte			Date filed (11/13/2020) 3rd Quarter			Date filed (x/xx/2021) 4th Quarter	
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	- Juli	100	Iviai	761	may	oun	oui	Aug	ОСР		1404	
	Illation Interval	Total # of service orders												
Min.	standard = 5 bus. days	Avg. # of business days												
		Total # of installation commitments												
	Illation Commitment	Total # of installation commitment met												
Min.	standard = 95% commitment	Total # of installation commitment met												
met		% of commitment met												
	Customers	,, ,, ,,	357,305	354.160	350.672	348.266	242.004	240 202	337,350	334.541	331.898			
Cue	omer Trouble Report	Acct # for voice or bundle, res+bus	337,305	354,160	350,672	340,200	343,691	340,303	337,350	334,541	331,898		-	
Cusi		Total # of working lines	538.897	535.279	531,153	527,015	523,483	519,578	515,961	512.383	508.751		-	
	6% (6 per 100 working lines	Total # of working lines Total # of trouble reports	12,015	8,480	12,881	9,712	7,739	9,280	12,610	8,384	14,311		-	
ō	for units w/ ≥ 3,000 lines)	'		1.6%	2.4%	1.8%	1.5%	1.8%	2.4%	1.6%	2.8%			
gar		% of trouble reports	2.2%	1.0%	2.4%	1.8%	1.5%	1.8%	2.4%	1.0%	2.8%			
Min. Standard	8% (8 per 100 working lines	Total # of working lines												ļ
	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												ļ
	, , ,	% of trouble reports												.
Ξ	10% (10 per 100 working lines	Total # of working lines												.
	for units $w \le 1.000$ lines)	Total # of trouble reports												ļ
	, ,	% of trouble reports	ports			.								
l		Total # of outage report tickets												
	sted	Total # of repair tickets restored in ≤ 24hrs												ļ
	of Service Report	% of repair tickets restored ≤ 24 Hours	94.3%	96.1%	96.9%	97.5%	96.1%	94.2%	98.2%	92.9%	94.2%			<u> </u>
Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	10429:18	9634:03:00	16990:59	14140:10	10590:30	15573:31	15595:16	14631:52	17552:31			<u> </u>
		Avg. outage duration (hh:mm)	12:42	12:34	11:24	12:05	10:58	14:28	14:04	14:27	13:48			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No			
		Total # of unadjusted outage report tickets	1082	969	1698	1351	1229	1231	1433	1431	1770			
		Total # of repair tickets restored in ≤ 24hrs	757	729	1437	1135	979	921	1059	913	1152			ļ
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	63.5%	75.2%	84.6%	84.0%	79.7%	74.8%	73.9%	63.8%	65.1%			
		Sum of the duration of all outages (hh:mm)	11438:59	10174:43	18031:18	15068:18	14986:57	16500:47	17241:09	15907:47	20341:41			
		Avg. outage duration (hh:mm)	10:34	10:30	10:37	11:08	12:11	13:24	12:02	11:07	11:29			
Refu	nds	Number of customers who received refunds	413	584	849	1228	814	694	806	731	1125			
		Monthly amount of refunds	\$4,062.77	\$4,520.71	\$7,919.98		\$8,447.66		\$7,068.25	\$5,501.15	\$8,939.10			<u> </u>
	Answer Time (Trouble	-	Fir	st Quarter 202	0	Seco	ond Quarter	2020	Th	ird Quarter 202	0	Fou	ırth Quarter 2	2020
Rep	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing	33,904	31,569	41.278	30,537	31.659	32,642	33,044	32,445	32.122			
s	tandard = 80% of calls ≤ 60		,		, -		,	,	,	,	- /			
sec	onds to reach live agent (w/ a	Total # of call seconds to reach live agent	374,209	150,141	1,684,981	2,144,920	1,191,438	931,610	1,412,235	2,066,225	2,032,239			<u> </u>
me	nu option to reach live agent)	% ≤ 60 seconds	97%	89%	91%	87%	90%	91%	89%	85%	87%			

Primary Utility Contact Information

Name: Marcie Evans	Phone: (858) 836-7313	Email: Marcie.Evans@cox.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Company Name:	Cox California Telcom, L.L.C.	U#: <u>5684-C</u>	Report Year:	<u>2020</u>
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	San Diego	

	Measurement (Compi	le monthly, file quarterly)		Date filed (05/15/2020)			Date filed (8/13/2020)			Date filed (11/13/2020			Date filed (x/xx/2021)	
		,, ,,	lan	1st Quarter	Man		nd Quarter	1	1	3rd Quarter		Oct	4th Quarter Nov	Dec
		Total # of business days	Jan	Feb	Iviar	Apr	iviay	Jun	Jui	Aug	Sep	Oct	NOV	Dec
		Total # of business days Total # of service orders					<u> </u>							
Min.	Installation Interval Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment met Customers Customer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Avg. # of business days					<u> </u>							
		Total # of installation commitments					<u> </u>							
Inata	astallation Commitment lin. standard = 95% commitment met Customers ustomer Trouble Report 6% (6 per 100 working lines for	Total # of installation commitments Total # of installation commitment met					1							
														
IVIII 1.	standard = 95% commitment met	Total # of installation commitment missed												
		% of commitment met	107.001	100 151	101070	100.010	100 001	100 110	100.000	105.000	100.070			
		Acct # for voice or bundle, res+bus	197,981	196,151	194,076	192,210	190,264	188,443	186,823	185,323	183,973			
Cust	omer Trouble Report	T					L							
	6% (6 per 100 working lines for	Total # of working lines									288,260			
-		Total # of trouble reports				,		-,						
ar		% of trouble reports	2.3%	1.5%	2.6%	1.6%	1.5%	1.7%	2.4%	1.6%	2.5%			
Į.	8% (8 per 100 working lines for Linits w/ 1 001 - 2 999 lines)	Total # of working lines												
Sta		Total # of trouble reports												
		% of trouble reports												
Min.	10% (10 per 100 working lines for	Total # of working lines												
	10% (10 per 100 working lines for Inits w/ < 1 000 lines)	Total # of trouble reports												<u> </u>
	u 17 = 1,000	% of trouble reports	Second S				<u> </u>							
			al # of outage report tickets 365 431 753 546 506 613 600 535 696		<u> </u>									
Out	of Service Report	Total # of repair tickets restored in ≤ 24hrs												<u> </u>
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours									94%			<u> </u>
IVIII I.	Standard = 50 /0 Within 24 1113	Sum of the duration of all outages (hh:mm)									9517:53			<u> </u>
		Avg. outage duration (hh:mm)				12:06	11:25	15:17			13:41			<u> </u>
		Indicate if catastrophic event is in month									No	No	No	No
		Total # of unadjusted outage report tickets									945			
Unac	ljusted Out of Service Report	Total # of repair tickets restored in ≤ 24hrs									632			<u> </u>
Onac	ijusteu Out of Service Report	% of repair tickets restored ≤ 24 Hours		74%	87%	85%	77%	79%	73%	65%	67%			ł
		Sum of the duration of all outages (hh:mm)			9193:38:00		8065:56	9898:58			10670:08			1
		Avg. outage duration (hh:mm)	10:27	10:38	11:01	11:25	12:16	13:28	12:55	11:17	11:17			1
Refu	nds	Number of customers who received refunds	206	308	438	588	403	346	441	346	593			
		Monthly amount of refunds	\$1,866.08	\$2,450.74	\$3,376.42	\$4,280.69	\$4,450.63	\$3,335.35	\$3,263.10	\$2,579.58	\$4,474.51			i
Ans	wer Time (Trouble Reports,Billing					•								
& No	on-Billing) Min. standard = 80% of	Total # of calls for TR, Billing & Non-Billing												ĺ
	s ≤ 60 seconds to reach live agent													
(w/ a	menu option to reach live agent)	Total # of call seconds to reach live agent					ļ							
		% ≤ 60 seconds												l

Primary Utility Contact Information

Answer Time (Trouble Reports "TR	Billing & Non-Billing)
Min. standard = 80% of calls ≤ 60 seconds to	each live agent (w/ a menu option to reach live agent)

Name: Marcie Evans (858) 836-7313 Email: Marcie.Evans@cox.com Phone:

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

company Name: <u>Cox California Telcom, L.L.C.</u>						U#: <u>5684-C</u>			Report Year:				
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Co	enter			Rep	orting Unit Na	ame:		Orange Co				
						Date filed			Date filed			Date file	d
Mossuroment (Com	pile monthly, file quarterly)		(05/15/2020)			(8/13/2020)			(11/13/202	0)	(x/x		
Measurement (Com	iplie monthly, me quarterly)	1st Quarter				2nd Quarter			3rd Quart	er		4th Quart	E
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Ĺ
stallation Interval	Total # of business days												Ĺ
taliation interval	Total # of service orders												ſ

	Measurement (Com	alla maandhiir dila maantanii N		(05/15/2020)			(8/13/2020)			(11/13/202				
	weasurement (Comp	olle monthly, file quarterly)		1st Quarter			2nd Quarter		3rd Quarter Jul Aug		er		4th Quart	ér
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
la ata	Illation Interval	Total # of business days					_							
		Total # of service orders												
iviin.	standard = 5 bus. days	Avg. # of business days												
l==4=	Illation Commitment	Total # of installation commitments											(x/xx/2021) 4th Quarter Nov Dec Nov No No No No	
	standard = 95% commitment	Total # of installation commitment met												
met	standard = 93 /6 Commitment	Total # of installation commitment missed												1
met		% of commitment met												
	Customers stomer Trouble Report 6% (6 per 100 working lines tunits w/ ≥ 3,000 lines) 8% (8 per 100 working lines tunits w/ 1,001 - 2,999 lines)	Acct # for voice or bundle, res+bus	121,745	120,706	119,548	118,296	116,922	115,667	114,600	113,514	112,482			
Cust	omer Trouble Report													
	69/ (6 per 100 working lines for	Total # of working lines	187,801	186,393	184,829	182,974	181,603	180,219	178,586	177,089	175,552			
		Total # of trouble reports	3,540	2,825	3,857	3,853	2,415	3,056	4,224	2,886	5,065			
ᄗ	units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for T	% of trouble reports	1.9%	1.5%	2.1%	2.1%	1.3%	1.7%	2.4%	1.6%	2.9%			
ii.	8% (8 per 100 working lines for T units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Ę	10% (10 per 100 working lines To	Total # of working lines												1
_		Total # of trouble reports												1
	for units w/ ≤ 1,000 lines)	% of trouble reports												1
		Total # of outage report tickets	320	244	609	496	305	326	373	358	423			
A	of Comica Donort	Total # of repair tickets restored in ≤ 24hrs	303	235	591	484	300	300	386	333	402			
	of Service Report	% of repair tickets restored ≤ 24 Hours	95%	96%	97%	98%	98%	92%	103%	93%	95%			1
IVIII1.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	4071:20	3134:38	6984:44	6079:45	3264:35	4216:30	4744:32	5230:26	5946:05			1
		Avg. outage duration (hh:mm)	12:43	12:51	11:28	12:15	10:42	12:56	12:43	14:37	14:04			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of unadjusted outage report tickets	414	313	703	576	388	333	496	515	605			1
Unac	djusted Out	Total # of repair tickets restored in ≤ 24hrs	290	232	586	480	320	211	368	320	385			1
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	70%	74%	83%	83%	82%	63%	74%	62%	64%			
		Sum of the duration of all outages (hh:mm)	4572:02	3313:43	7259:49	667:55	4736:27	4444:07	5255:20	5826:58	7099:07			
		Avg. outage duration (hh:mm)	11:02	10:34	10:20	8:21	12:13	13:21	10:36	11:19	11:44			
Refu	inds	Number of customers who received refunds	147	228	327	540	315	260	299	293	435			
		Monthly amount of refunds	\$1,747.09	\$1,775.81	\$3,964.09	\$4,855.48	\$3,070.97	\$2,326.95	\$3,052.65	\$2,106.31	\$3,386.47			
	Answer Time (Trouble													
	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												
	tandard = 80% of calls ≤ 60													
	onds to reach live agent (w/ a	Total # of call seconds to reach live agent											 	
mei	nu option to reach live agent)	% ≤ 60 seconds										4		1

Primary Utility Contact Information

Name: Marcie Evans	Phono	(858) 836-7313	Email: Marcie.Evans@cox.com
Name. Marcie Evans	Phone:	(000) 000-7010	Email: Marcie.Evans@cox.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Company Name:	Cox California Telcom, L.L.C.	U#: <u>5684-C</u>	Report Year: 2020
Reporting Unit Type:	☐ Total Company ☑ Exchange ☐ Wire Center	Reporting Unit Name:	Palos Verdes

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/2020)			Date filed (8/13/2020)			Date filed (11/13/2020)			Date filed (x/xx/2021)	
	, ,		Jan	1st Quarter Feb	Mar	Apr	2nd Quarte May	r Jun	Jul	3rd Quarter Aug	Sep	Oct	4th Quarter	Dec
		Total # of business days	- Juli	100	IVICII	Apı	Way	oun	- oui	Aug	ОСР	- 001	NOV	
		Total # of service orders					1	1						
Min.	Installation Interval Min. standard = 5 bus. days Installation Commitment Min. standard = 95% commitment met Customers Customer Trouble Report 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) Out of Service Report Min. standard = 90% within 24 hrs Unadjusted Out of Service Report Out of Service Report	Avg. # of business days					1	1						
		Total # of installation commitments												
		Total # of installation commitment met												
	standard = 95% commitment	Total # of installation commitment missed												
met		% of commitment met												—
	Customers	Acct # for voice or bundle, res+bus	14.384	14.295	14.205	14.104	14.025	13.897	13.809	13.744	13.631			
Cus		, , , , , , , , , , , , , , , , , , , ,	,	,	1 1,200	,		10,001	,		,			
	· · · · · · · · · · · · · · · · · · ·	Total # of working lines	15,974	15,873	15,765	15,660	15,577	15,418	15,322	15,251	15,128			
	6% (6 per 100 working lines	Total # of trouble reports	902	453	538	520	428	562	738	518	913			
<u>r</u>		% of trouble reports	5.6%	2.9%	3.4%	3.3%	2.7%	3.6%	4.8%	3.4%	6.0%			
٦		Total # of working lines												
tar		Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
l₩	109/ /10 per 100 working lines	Total # of working lines												
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports											1	
		Total # of outage report tickets 68 40 60 64 100	73	61	71	51		1						
۵	of Comice Deposit	Total # of repair tickets restored in ≤ 24hrs	66	40	58	64	99	73	60	68	48		1	
		% of repair tickets restored ≤ 24 Hours	97%	100%	97%	100%	99%	100%	98%	96%	94%		1	
iviiri.	standard = 90% Within 24 hrs	Sum of the duration of all outages (hh:mm)	734:08	457:13	608:44	652:05	785:51	856:28	874:31	796:16	1450:29		1	
		Avg. outage duration (hh:mm)	10:48	11:26	8:01	10:11	7:52	11:44	11:59	10:50	15:07		1	
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
		Total # of unadjusted outage report tickets	79	50	76	80	115	85	73	98	90			
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	65	40	58	64	97	73	60	64	45			
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	82%	80%	76%	80%	84%	86%	82%	65%	50%			ĺ
		Sum of the duration of all outages (hh:mm)	770:59	470:26	637:37	667:55	1100:11	918:34	910:38	868:38	845:31			ĺ
		Avg. outage duration (hh:mm)	9:46	9:27	10:59	8:21	9:34	10:49	15:11	8:52	9:23			
Refu	ınds	Number of customers who received refunds	32	32	48	54	57	48	38	64	55			
		Monthly amount of refunds	\$239.24	\$213.49	\$298.21	\$384.92	\$654.66	\$578.23	\$431.93	\$532.69	\$582.28			
	Answer Time (Trouble													
Rep	orts,Billing & Non-Billing) Min.	Total # of calls for TR, Billing & Non-Billing												1
S	tandard = 80% of calls \(\) 60	Total # of call seconds to reach live agent												ſ
	onds to reach live agent (w/ a	Ÿ					+							
me	nu option to reach live agent)	/0 2 00 Securius					1	1					<u></u>	1

Primary Utility Contact Information

Name:	Marcie Evans	Phone:	(858) 836-7313	Email: Marcie.Evans@cox.com	

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Company Name:	Cox California Telcom, L.L.C.	U#: <u>5684-C</u>	Report Year: 2020
Reporting Unit Type:	☐ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit Name:	Santa Barbara

Measurement (Compile monthly, file quarterly)			Date filed			Date filed			Date filed			Date filed		
		(05/15/2020) 1st Quarter		(8/13/2020) 2nd Quarter		(11/13/2020) 3rd Quarter		(x/xx/2021)						
									4th Quarter					
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days												
		Total # of service orders												
		Avg. # of business days												
Installation Commitment		Total # of installation commitments												
		Total # of installation commitment met												
met	standard = 95% commitment	Total # of installation commitment missed												
met		% of commitment met												
		Acct # for voice or bundle, res+bus	23,195	23,008	22,843	23,656	22,480	22,296	22,118	21,960	21,812			
Cust	omer Trouble Report												l	
	6% (6 per 100 working lines	Total # of working lines	31,351	31,153	30,971	30,721	30,551	30,348	30,158	29,951	29,811		•	
_		Total # of trouble reports	649	559	677	570	454	601	701	470	995			
ar d	for units w/ ≥ 3,000 lines)	% of trouble reports	2.1%	1.8%	2.2%	1.9%	1.5%	2.0%	2.3%	1.6%	3.3%			
ğ	8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines)	Total # of working lines												
Standard		Total # of trouble reports												
	101 units w/ 1,001 - 2,999 inles)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines												
_	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	68	51	68	63	54	65	75	48	96			
Out of Service Report		Total # of repair tickets restored in ≤ 24hrs	65	51	61	62	50	58	70	44	92			
	standard = 90% within 24 hrs	% of repair tickets restored ≤ 24 Hours	96%	100%	90%	98%	93%	89%	93%	92%	96%			
		Sum of the duration of all outages (hh:mm)	828:25	536:13	934:25	824:07	759:07	1126:34	1036:20	721:14	1450:29			
		Avg. outage duration (hh:mm)	12:11	9:15	13:44	13:05	14:04	17:20	11:01	15:02	15:07			
		Indicate if catastrophic event is in month	No	No	No	No	No	No	No	No	No	No	No	No
of Service Report		Total # of unadjusted outage report tickets	89	58	84	72	68	78	94	67	130			
		Total # of repair tickets restored in ≤ 24hrs	65	50	66	62	55	58	70	43	90			
		% of repair tickets restored ≤ 24 Hours	73%	86%	79%	86%	81%	74%	74%	64%	69%			
		Sum of the duration of all outages (hh:mm)	869:51	557:15	940:14	898:57	1084:23	1239:08	1136:11	735:14	1727:01			
		Avg. outage duration (hh:mm)	9:40	11:08	11:11	12:29	15:57	15:53	16:29	10:58	13:19			
		Number of customers who received refunds	28	16	36	46	39	40	28	28	42			
		Monthly amount of refunds	\$210.36	\$80.67	\$281.26	\$421.23	\$271.40	\$423.65	\$320.57	\$282.57	\$495.84			
standard = 80% of calls ≤ 60														
		Total # of calls for TR, Billing & Non-Billing												
		, , ,												
	onds to reach live agent (w/ a	Total # of call seconds to reach live agent												
mei	nu option to reach live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

Name: Marcie Evans	Phone:	(858) 836-7313	Email: Marcie.Evans@cox.com
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)